

2004 Participant Satisfaction Survey Wisconsin Partnership Program and PACE Program

The Wisconsin Partnership and PACE staff met and developed a Participant Satisfaction Survey to be used by the four Partnership and one PACE site. Previously, each site conducted their own survey but found that they were unable to make meaningful comparisons—thus, the QI Directors developed a joint survey and a consistent methodology to capture the information. A copy of the Survey is attached.

The telephone or in-person survey was administered by students or people not directly involved with the member's care. CCE (Community Care for the Elderly) and CLA (Community Living Alliance) had students who conducted the survey. A secretary at CHP (Community Health Partnership) and a human resource person at Elder Care conducted the surveys. Each site randomly selected 15% of members with at least 6 months enrollment during 2003 and told the member in advance that he/she had been randomly selected and could expect a telephone call in the near future. The surveys were conducted between October and December of 2004.

The purpose of the survey is to assess members' satisfaction with the services of the Partnership and PACE Programs. The survey was divided into four parts:

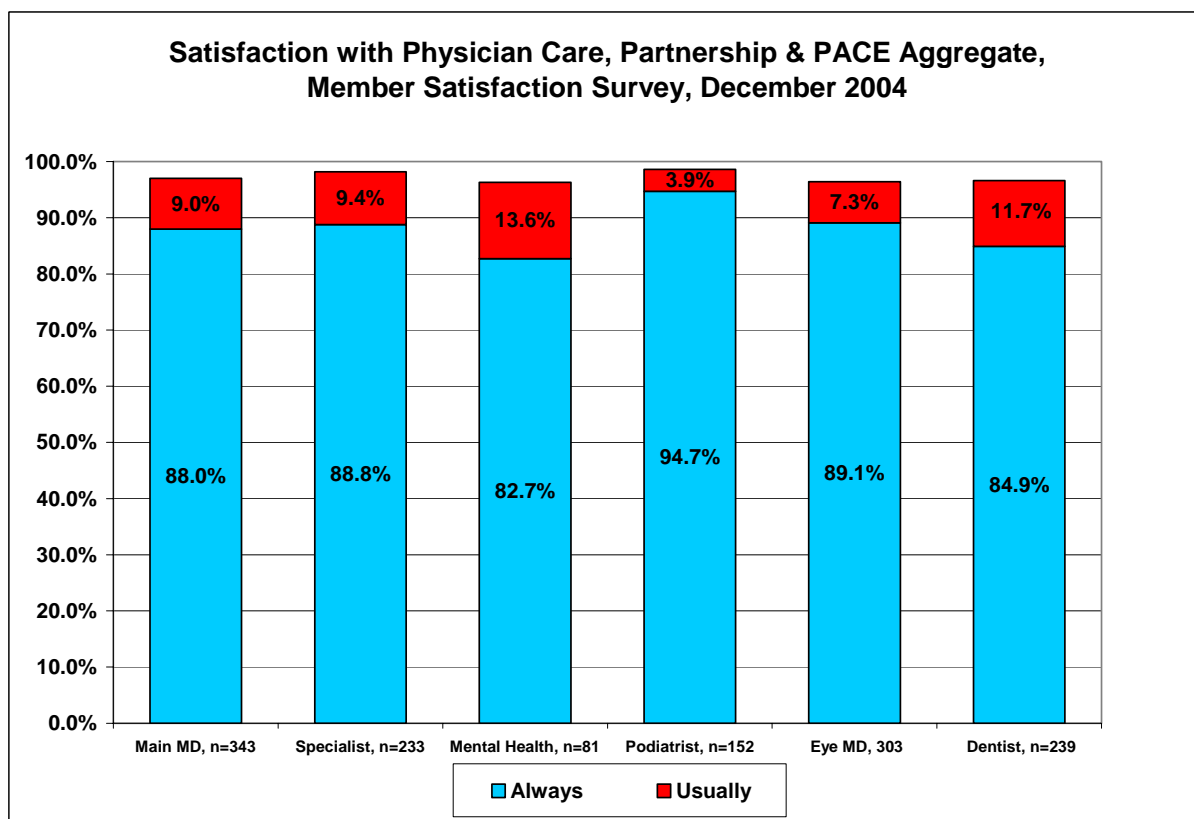
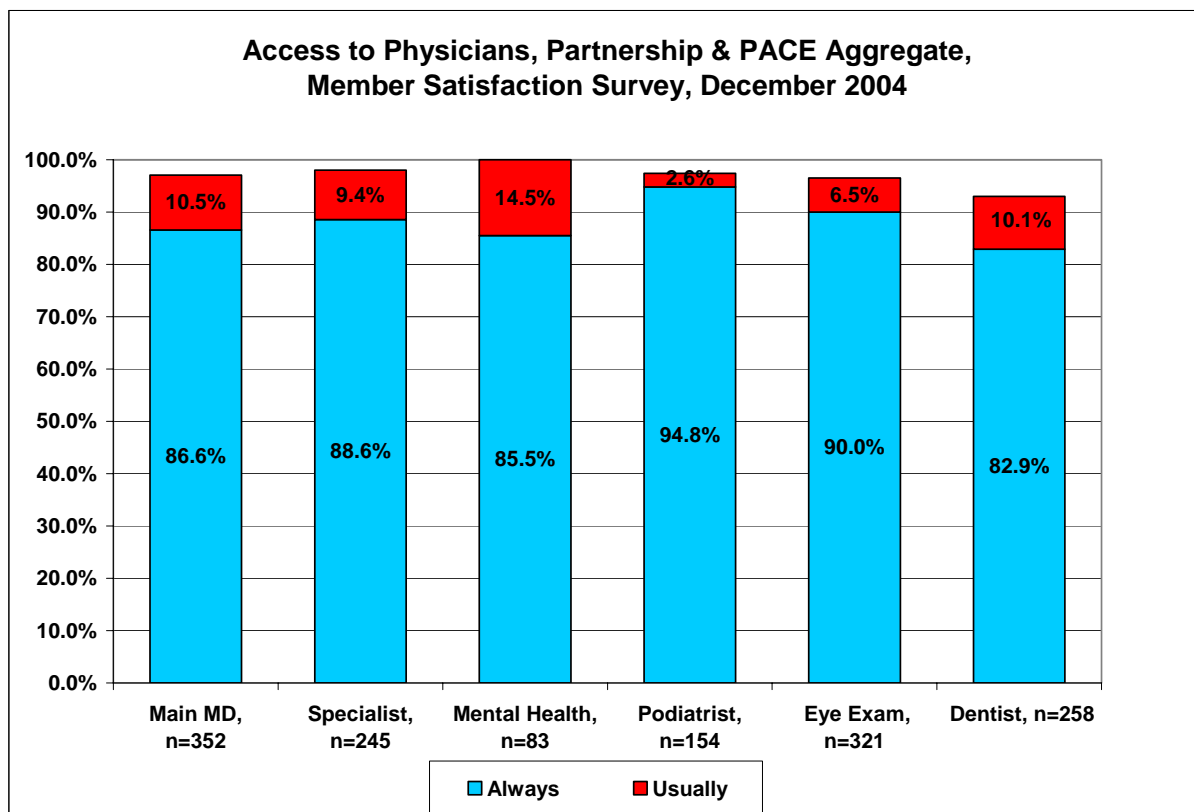
- Section I addresses **ACCESS TO SERVICES**
- Section II addresses **CARE MANAGEMENT PRACTICE**
- Section III addresses **SATISFACTION WITH SERVICES**
- Section IV addresses **OVERALL SATISFACTION**

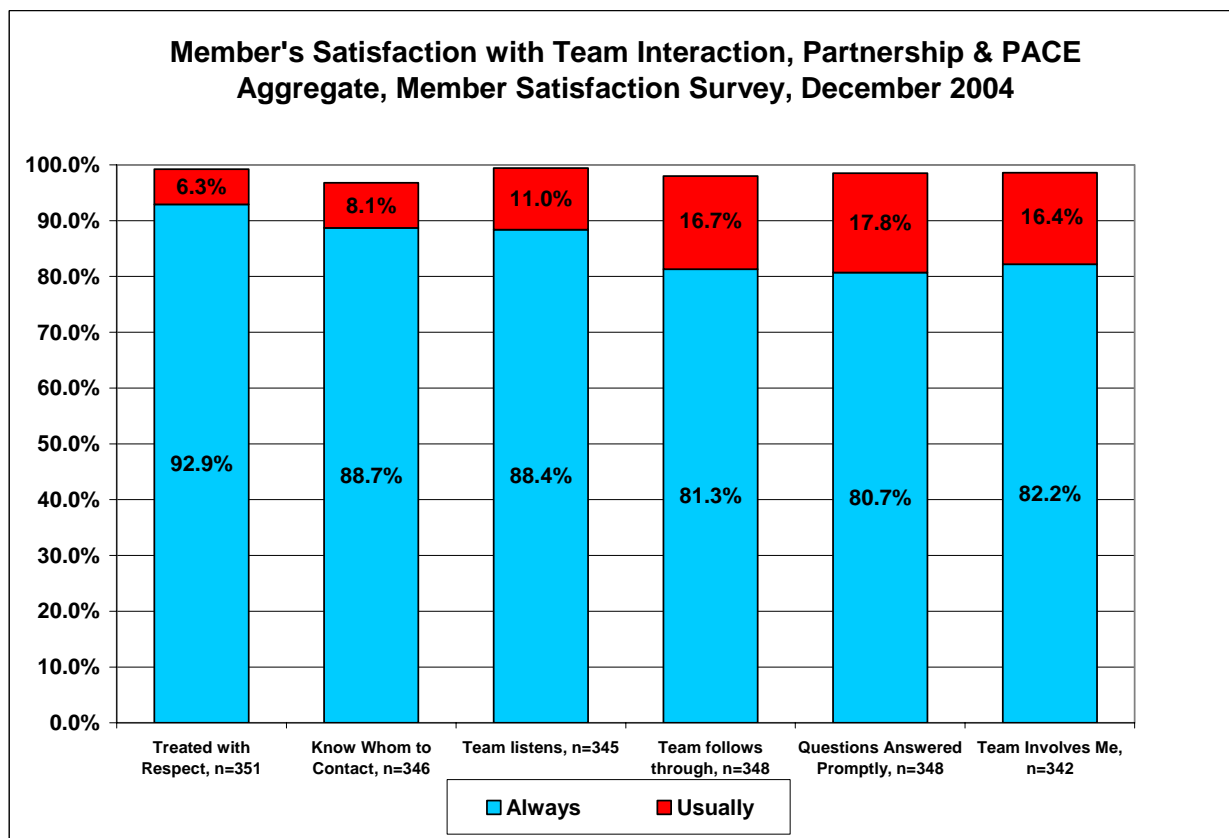
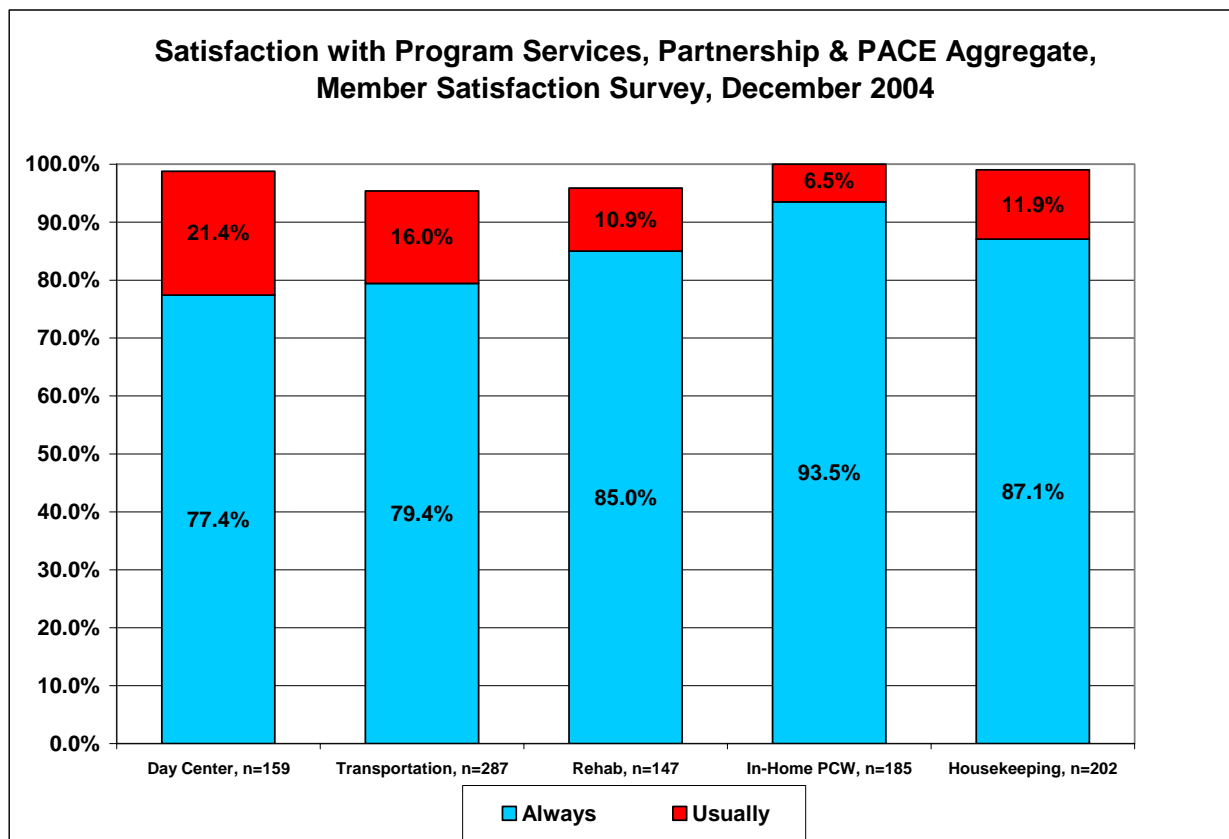
Each site arranged necessary interpreter services. If a member had cognitive impairment, a guardian or healthcare power of attorney was asked to be involved. The interviewer emphasized that the member's comments and feedback would be held in strict confidence.

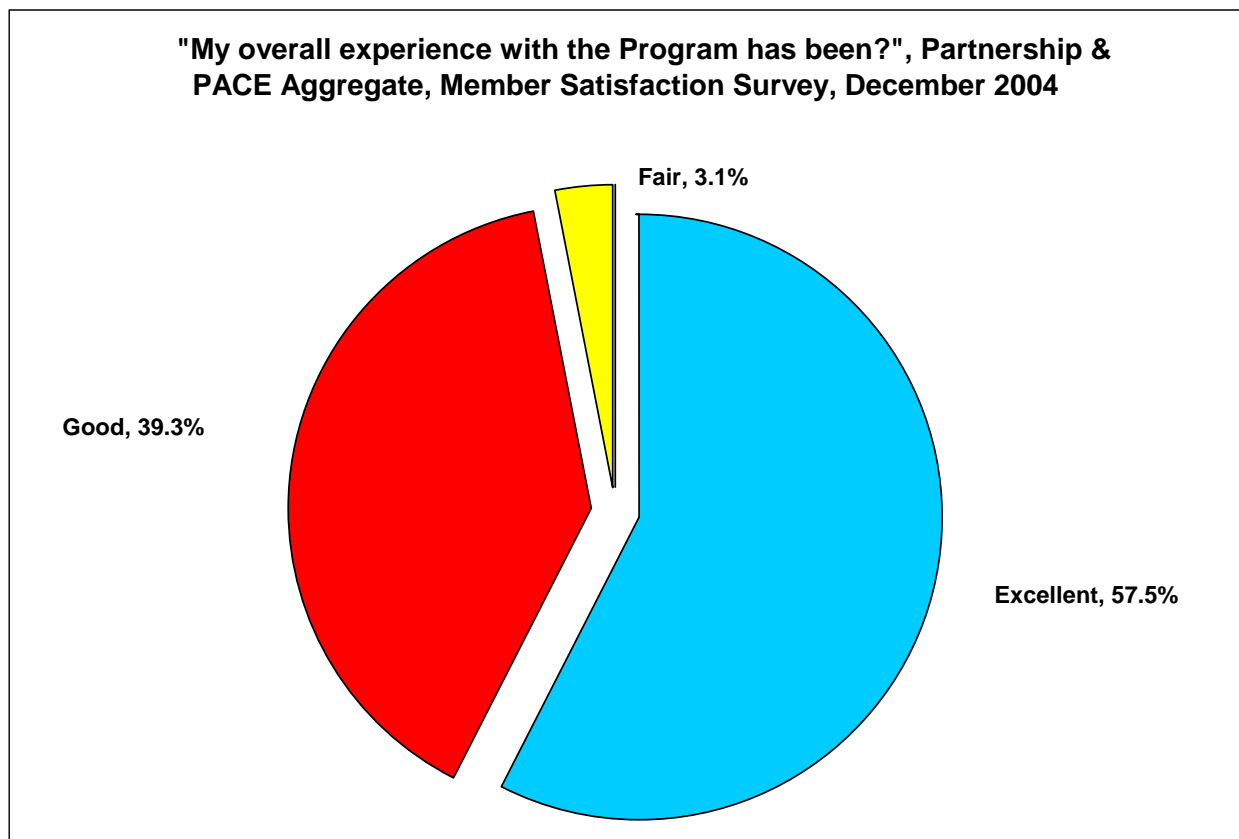
The table below summarizes the membership, number of people sampled, and the confidence interval at a 95% level of confidence. Statistically, the aggregate of the Partnership and PACE Programs is the most valid, followed closely by the total Partnership Program, and next by all members at CCE. The statistical validity for CHP, CLA, CCE PACE and Elder Care is not significant and should not be used to draw conclusions. However, it may be worthwhile to compare each site with the aggregate to identify potential strengths and areas of opportunity.

This report will focus on the aggregate Partnership and PACE data. Each site will receive charts showing their individual site compared with the aggregate data.

Site & Program	# Members	# Sampled	Confidence Level	Confidence Interval
Partnership & PACE	2,347	352	95%	4
All Partnership	1,693	254	95%	5
All CCE	1,093	164	95%	6
CCE PACE	653	98	95%	8
CHP	520	78	95%	9
CCE Partnership	440	66	95%	10
Elder Care	453	68	95%	10
CLA	280	42	95%	12







There were not consistent correlations between overall satisfaction and responses to individual questions. For instance, several people indicated “Always” or “No Opinion” to questions about access to physicians, being treated with respect, etc. but then answered their overall satisfaction as being “Good” or “Fair”. It may be that the survey does not ask questions that correlate with overall satisfaction or it may be worthwhile to expand the open-ended question of “What do you like least about the Program?” There appeared to be a positive relationship between listing “things liked least” and the overall level of satisfaction.

The most frequently items listed as “least liked” include:

- Drivers make you sit /wait too long;
- Not enough activities at the Day Care Center;
- Transportation not on time;
- Need more staff to give more attention to older clients;
- Wait time for physicians;
- Doesn’t like HMO. Wants to call own physician when she wants.

The most frequently items listed as “best liked” include:

- Prompt and keep in touch with health care;
- Nurses;
- They listen to you;
- Meet new people;

The most frequently items listed as “best liked” include: (Continued)

- Gets medications on a regular basis;
- Nurses come to the house.

Access to Services Findings:

- ✓ Greatest—94.8% of members indicated that they “always” have access to a podiatrist;
- ✓ Least—7% “rarely” or “never” have access to a dentist;
- ✓ Overall—very good. 93-100% of the members indicated that they “always” or “usually” have access to physician care.

Satisfaction with Services Findings:

- ✓ Greatest—94.7% and 93.5% respectively of members indicated that they are “always” satisfied with the services of their podiatrist and their in-home personal care services;
- ✓ Least—less than 80% are “always” satisfied with the day center and transportation services;
- ✓ Overall—good. Fewer people were “always” satisfied with the services of their mental health and dental providers, but importantly, there appeared to be less access to these two providers. Members may have indicated that they were less satisfied because they did not have ready access to their services.

Satisfaction with Care Management Findings:

- ✓ Greatest—92.9% of members indicated that they are “always” treated with respect and more than 96% “always” or “usually” know whom to contact for questions, believe that the team listens to the member and follows through with questions, and involves the person in decisions;
- ✓ Least—16-17% indicated that the team “usually” followed through with what the team said it would do and “usually” answered questions promptly.
- ✓ Overall—very good.

Overall Satisfaction Findings:

- ✓ Interestingly, just 57.5% of members indicated that their overall experience with the Program was “excellent, 39.5% indicated that their experience was “good” and 3.1% said it was “fair”.
- ✓ The 97 PACE members who answered the survey, more often indicated “always” 21 out of 23 questions regarding access and satisfaction but only 39.2% said their experience with PACE was “excellent”, compared with 64.6% of Partnership members. (The 2 PACE questions that received a lower rating pertained to access and satisfaction with the eye doctor.) The differences between the percentage of an “always” rating which are statistically significant at a 95% confidence level and confidence interval of 8 are:

Question	Partnership	PACE	% PACE over Partnership
1. Access to main physician	83.9%	93.8%	9.9%
2. Access to medical specialist	85.7%	98.2%	12.5%
3. Access to mental health provider	81.8%	100%	18.2%
6. Access to dentist	79.3%	91.9%	12.6%
7. Satisfaction with main physician	85.4%	94.8%	9.4%
8. Satisfaction with medical specialist	85.5%	100%	14.5%
9. Satisfaction with mental health provider	77.4%	100%	22.6%
10. Satisfaction with dentist	81.3%	93.2%	11.9%
14. Satisfaction with transportation	74.9%	90.5%	15.6%
15. Satisfaction with rehab at day center	80.6%	95.5%	14.9%
17. In-home housekeeping services	84.2%	96.0%	11.8%
20. Team listens to me	84.3%	99.0%	14.7%
21. Team follows through	76.9%	92.8%	15.9%
22. Team answers questions promptly	78.1%	87.6%	9.5%
26. My overall experience with the Program is excellent	64.6%	39.2%	(25.4%)

In summary, the overall level of satisfaction with the aggregate Partnership and PACE membership is very good. The majority indicated that they were “always” satisfied with services and that they had access to services. More specifically:

- **82.9-94.8% “always” had access to physician care;**
- **82.7-94.7% were “always” satisfied with the services provided by their physicians;**
- **74.4-93.5% were “always” satisfied with the transportation, day center*, rehab, and in-home services;**
- **8.7-92.9% were “always” satisfied with the team’s care management practices.**

Areas of opportunity:

- 1) Access to dentists and mental health providers—is the provider network sufficient for the membership? How long does it take to schedule a visit? Longer than other specialty providers? Do members have to go through additional steps/referrals that do not have to be done for other specialty providers?
- 2) Satisfaction with the services of the dentists and mental health providers—is satisfaction lower because members feel that they have less access? Is the care given by the mental health or dental providers not equal to the care given by other providers? Do members have longer wait times to be seen or in the waiting room?
- 3) Satisfaction with transportation services—what are the average wait times, length of time to travel say 10 miles, comfort of the ride? Do members have realistic expectations about transportation services?

*Two of the sites do not have a day care center. In those cases, members described satisfaction with services received at the site’s facility.

- 4) Satisfaction with in-home housekeeping services—is it the lack of availability or time, or the scheduling? Could the “housekeeper” ask the person how they would like the cleaning to be done?
- 5) Satisfaction with the responsiveness to questions—do staff consistently answer questions in a timely manner or is the satisfaction lower because the member is not getting the desired answer?
- 6) Overall rating of experience with the Program—the rating for this response is different. It may be that rating one’s experience as “excellent” requires a higher standard than a rating of “always” satisfied with a Program.

The next joint member satisfaction survey will be done in the fall/winter of 2005.